

P&I General Services Agreement



PRODUCT – BEHAVIOUR IN SCHOOLS SLA – September 1st 2025

When purchasing this service, you are aware that the period you are agreeing to starts on the 1st day of September 2025 and finishes on the 1st September 2026 of the following year.

If you wish to start your service in January 2025, please view the Behaviour in schools SLA January agreement

Registered Company: PANDI TRAINING LTD

Email: admin@panditraining.co.uk

Website: www.panditraining.co.uk

Registered Address

P&I Training LTD

Unit 10

Andromeda Court

Walker Riverside

Newcastle Upon Tyne

NE6 3UD

SERVICE AGREEMENT

THIS SERVICE AGREEMENT (the "Agreement") dated this day; ***THIS IS THE DATE PAYMENT WAS MADE.***

Between...

YOUR ORGANISATION (the "customer").

- AND -

PANDI TRAINING LTD (the "Service Provider").

BACKGROUND:

A. The Customer is of the opinion that the Service Provider has the necessary qualifications, experience and abilities to provide the appropriate services to the Customer.

B. The Service Provider is agreeing to provide such services to the Customer, within the terms and conditions laid out in this Agreement.

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the Customer and the Service Provider (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

Section 1. Services Provided

The Customer hereby agrees to engage the Service Provider to provide the Customer with services (the "Services") consisting of:

This is what your school receives

Behaviour in schools SLA - 1 year subscription

We will talk about 2 different periods that your school can access each year.

January 1st to January 1st or September 1st to September 1st.

These will be referred to as 'periods' throughout this document.

Videos

5 x supporting videos covering the following subjects.

1 - What is behaviour and how it presents in schools

2 - De-escalation when dealing with difficult situations

3 - Recording and reflecting on behaviour incidents.

4 – Planning for serious incidents and sharing behaviour information.

5 - DfE guidance to the use of force inside schools for extreme incidents.

The videos have unlimited viewings (free) for your entire staff team during the 1-year SLA agreement.

Access to the videos would depend on your chosen period (January to January or September to September).

The videos are for viewing purposes only. Downloads are not allowed. P&I Training will seek losses and damages from anybody who attempts to download and distribute any of the online materials.

Online in person support

4 x virtual online sessions. Delivered in person via conferencing software. Each session will be delivered 4 times during your 1-year period at a pre-determined time. The pre-determined times and dates are as follows...

Online CPD in person sessions (all sessions are 3.30pm to 4.30pm on the specified dates)

Online CPD session 1 - What is behaviour and how it presents in schools

Tuesday 28th January 2025

Wednesday 29th February 2025

Monday 29th September 2025

Thursday 2nd October 2025

Online CPD session 2 - De-escalation when dealing with behaviour concerns in schools

Tuesday 4th February 2025

Wednesday 5th February 2025

Monday 6th October 2025

Thursday 9th October 2025

Online CPD Session 3 - Recording and planning for behaviour concerns

Tuesday 11th February 2025

Wednesday 12th February 2025

Monday 13th October 2025

Thursday 16th October 2025

Online CPD session 4 - Legal and DfE guidance to the use of physical intervention for extreme situations

Tuesday 18th February 2025
Wednesday 19th February 2025
Monday 20th October 2025
Thursday 23rd October 2025

Network session 1 –
Wednesday 16th April 2025

Network session 2 –
Wednesday 10th December 2025

County lines (additional online session chargeable)

Tuesday 18th March 2025

Gang culture awareness (additional online session chargeable)

Tuesday 11th November 2025

This equates to 16 online virtual CPD sessions.

The virtual sessions will cover the same topics as the videos.
These topics will be...

- 1 - What is behaviour and how it presents in schools
- 2 - De-escalation when dealing with difficult situations
- 3 - Escalating behaviour and planning for behaviour incidents. Includes recording and reflecting.
- 4 - DfE guidance to the use of force inside schools for extreme incidents.

Your school is free to join all of the sessions.

Online networking

Twice yearly networks will be offered to cover current topics and/or frequently asked questions or any other subject around behaviour that may be pertinent at the time.

The sessions will be delivered at the pre-determined dates and times identified earlier in this agreement.

Online digital platform

The entire 5 video sessions will also be available in an online platform which your staff team will be able to access. The staff can work their way through the platform requirements and receive a certificate of completion.

Access to the online platform is limited depending on the size of your school and staff team. These numbers are specified inside the SLA agreement.

Additional online codes can be purchased at any time during your 1-year agreement period.

Documentation

Government guidance documents will be included in the SLA. We cannot specify exactly which documents we will upload into the SLA as they are periodically updated and changed. We strive to ensure that all documentation is updated inside the SLA immediately on receiving guidance from the DfE.

Discounts

Any discounts for any of our services will automatically be offered to all schools who have joined our SLA.

Certification

All of the sessions inside the offer are accredited independently to ensure that they are of the highest standard and quality, are ethical and legally compliant with common law and DfE guidance. Certification is available for all staff inside the SLA website page.

Section 2. Costs and payment

2.1 Costs

Depending on your school size the costs for the entire SLA are as follows...

£300 - for schools with less than 500 pupils (this includes 20 online platform codes)

£350 - for schools with between 500 and 750 pupils (this includes 35 online platform codes)

£400 - for schools with between 750 and 1000 pupils (this includes 50 online platform codes)

We will consider reductions for trusts with 5 or more schools purchasing together.

Optional - additional cost of £50 for every 20 additional online platform codes requested.

Optional - additional cost of £50 for each safety and behaviour service accessed, for example - community safety virtual CPD sessions including county lines and gang awareness.

2.2 Payment

There are 3 different methods of payment available.

1. Request an invoice directly from P&I training admin@panditraining.co.uk
2. Use the buy it now button directly from the website.
3. If you have used a 3rd party company, payment arrangements should be made directly through them, for example Clennell Education Solutions (CES) has a large volume of schools that work with us. If you have a current, active SLA agreement with CES, then payment should be made directly through them. This will be available from 2025.

We have added a pre-generated new supplier form to the website. This can be used to add us to your systems to enable either immediate or invoiced payments.

The pre-generated new supplier document can be requested via this link.

Section 3. Term of Agreement

The term of this Agreement (the "Term") will take effect on the date of your chosen SLA period.

Payment must be received prior to your SLA access being authorised.

If payment is made after the 1st of September, then you are deemed to be purchasing the agreement starting on January 1st. If you purchase your agreement after 1st January, you will be deemed to be purchasing the period beginning September 1st.

Agreement will end 1 year to the day from the beginning of your chosen service period.

Your website page will be open to your organisation within 48 hours of cleared payment.

If you would like to join a chosen period after the starting date of said period, then please let us know and we will give access immediately. An example of this is that you may want to join the period 1st September to 1st September but did not make the request until 1st October.

In all cases we will allow immediate access to your SLA but it will not be extended following the official closing date of your chosen period.

Section 4. Performance

The Parties agree to do everything necessary to ensure that the terms of this agreement take effect and remain in effect during the term of the agreement.

Section 5. Currency

Except as otherwise provided in this agreement, all monetary amounts referred to in this agreement are in GBP (UK Pounds Sterling).

Section 6. Compensation and cancellation

This is a digital product.

Cancellation can be made at any time prior to payment being made.

On receipt of payment, access codes will be sent to your organisation.

Once codes have been sent, we cannot issue refunds as the training is deemed to have started. The codes will have been sent to many schools. Cancelling and changing codes would require substantial work and would cost P&I Training ltd more to make changes than the SLA costs to the schools.

If a school requests cancellation and refund of the SLA costs, we will do so. A charge of £2000 will be made to the cancelling school for costs incurred.

Costs incurred will be for necessary changes made to the website pages and re-issuing of codes and passwords to schools who are accessing the SLA.

We will also have to change all of the online session links.

Please refer to our online digital policy prior to purchase.

https://www.panditraining.co.uk/_files/ugd/2e64a9_b791c445c0224614a4961f79ae994cb5.pdf

6.1 Important stipulations and cancellation timeline.

- Once payment has been made your website page will be released to your organisation. Your organisation will now have full access to all pre and post training materials. The training is now deemed to have started.
- Cancellation can be made at any time prior to payment.

8. Website

Our training programmes require access to our website to take part in the training.

Website passwords will be forwarded to the email address of the person who is arranging the training, it is then their responsibility to disseminate this information to the staff members whom they wish to take part in the training.

The password will be forwarded within 48 hours of receipt of payment.

Online platform codes will be sent directly to the email address of the person who has organised and made payment for the Behaviour in schools SLA

If you would like the passwords to be sent to somebody else, then please request this at admin@panditraining.co.uk

All services offered inside the SLA will be placed inside the webpage.

It is up to each individual school to ensure their IT services allow access to the website page.

The following procedure for website access will apply.

Goto [The link that was sent to your organiser](#)


Enter [The password which was emailed to your organiser](#)
Once inside the members page there are guidelines for staff to follow.

The following procedure for online platform access will apply.
Goto [The link inside the website page](#)
Enter [Follow the information to register and use the code that was sent to your organiser](#)

The following procedure for online virtual CPD access will apply.
Goto [The link inside the website page](#)
Enter [Click the link and it will take you directly to the CPD session for that specified time and date](#)
All online CPD sessions will be delivered via teams.

For any problems accessing the website please contact us immediately at admin@panditraining.co.uk

The Service Provider and Customer hereby agree to the terms and conditions of this General Service Agreement.
When making payment, you are also agreeing to the cancellation and re-arrangement policy. The policy can be found on our website or on section 6.1 of this agreement.

Signed; 
Of P&I Training LTD (The "Service Provider")